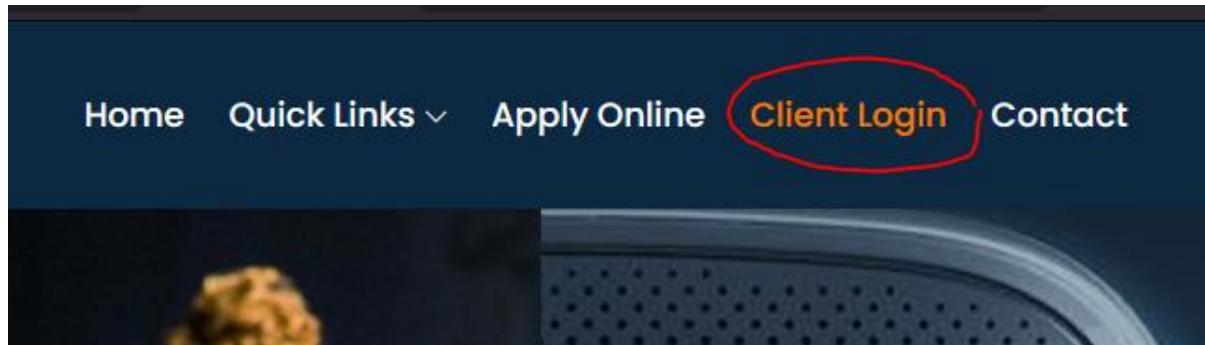


CLIENT PORTAL AND APP GUIDE

Our client app and client portal use the same login details. These are sent to you when your profile is active on our system. You can change these after you have logged in for the first time.

Our portal page can be accessed from the top of our website here:



Clicking on this link will take you to our portal page.

To download the client app, click one of the links below the login area – either for Android or Apple.



Sign in

Login

Password



[Forgot your password?](#)

[Sign in](#)



Use your login details to access your account and service information. Your dashboard will show your current account balance, your active services, their monthly costs, your referral link and any tickets you have opened. There is also a live bandwidth use graph to show your current upload and download traffic.

The screenshot shows the CapeConnect Internet dashboard. On the left, there is a sidebar with icons for Dashboard, Account balance (R 0.00), My services (Internet, 20Mb Fibre for Business, Active, R5750.00), Tickets (0), and Refer & Earn! (Invite, View report). The main content area has three sections: 'Account balance' (R 0.00, Pay by), 'My services' (Internet, 20Mb Fibre for Business, Active, R5750.00), and 'Tickets' (0). Below these is a 'Live Bandwidth Usage' graph showing upload and download traffic over a 1-minute period. The graph shows several sharp peaks, with a total average of 39.3 Kbps / 2.2 Mbps.

There are a number of options to the left to see information regarding your service and billing.

The “Statistics” tab shows live data regarding your connection – what your use is per day, your IP addresses, your total use per period, etc.

The screenshot shows the CapeConnect Internet dashboard with the 'Statistics' tab selected. The main content area displays a live bandwidth usage graph and a table of IP addresses and their usage. The table includes columns for IP Address, IP Name, Upload, Download, and Status.

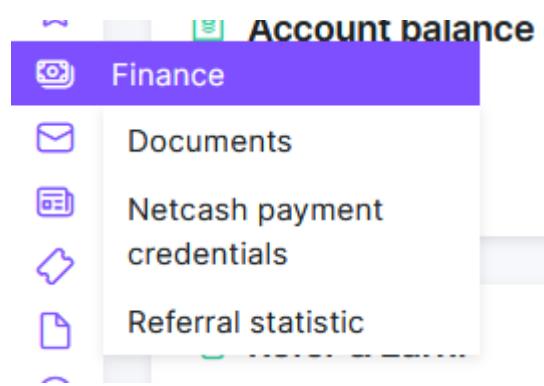
IP Address	IP Name	Upload	Download	Status
192.168.1.1	PC1	100 Kbps	100 Kbps	Active
192.168.1.2	PC2	100 Kbps	100 Kbps	Active
192.168.1.3	PC3	100 Kbps	100 Kbps	Active
192.168.1.4	PC4	100 Kbps	100 Kbps	Active
192.168.1.5	PC5	100 Kbps	100 Kbps	Active

The My Products tab shows your services, and any devices you have bought or had supplied from us that are assigned to your profile.

The screenshot shows the CapeConnect Internet dashboard with the 'My products' tab selected. The main content area displays a table of products and services assigned to the profile. The table includes columns for Product/Service, Name, and Status.

Product/Service	Name	Status
Internet	20Mb Fibre for Business	Active
Phone	Unassigned	Unassigned
TV	Unassigned	Unassigned
Modem	Unassigned	Unassigned

The Finance tab lists your Finance documents (invoices, receipts, credit notes), your debit order details and your referral statistics.



“Netcash payment credentials” lists your current debit order, but is also used to update your debit order details or sign up for a debit order if you have been paying manually.

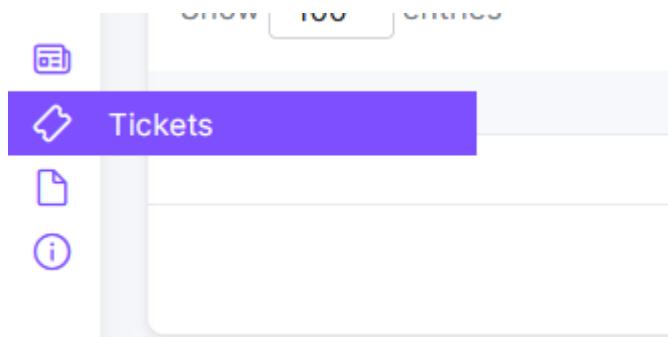
A screenshot of a form titled 'Finance / Netcash payment credentials'. The form is for 'Bank Account' setup. It includes fields for 'Account Number' (input field), 'Account holder name' (input field), 'Bank' (dropdown menu with 'Other' selected), 'Branch Code' (input field), and 'Bank account type (ID)' (dropdown menu with 'Current account' selected). Below the form is a note: 'To save your bank details, click 'Save and allow future charge' then sign the eMandate when prompted. Your details will be saved after the eMandate is signed.' At the bottom is a blue 'Save and allow future charge' button.

All our debit orders are now self-managed. To change your debit order date or bank details, please remove any account that is saved in this section, then re-enter your bank details and choose the date you wish the debit order to run. Click “Save and allow future change”. Netcash will then request you to electronically sign the debit order mandate, which is processed directly with their services.

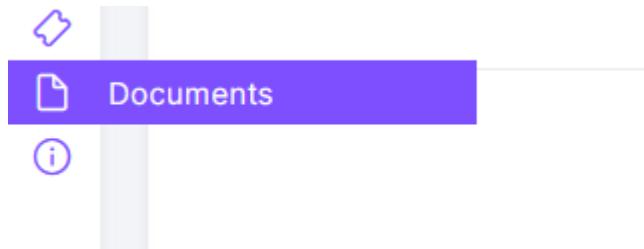
“Messages” contains any messages sent from us to your app or portal profile, such as the example sent to Frogfoot clients regarding a 2026 price increase below.



“Tickets” shows any support tickets or queries you have sent to us, and will indicate whether they are open, resolved or being worked on.



If we have uploaded any documents to your profile, you will find them under the “Documents” tab.

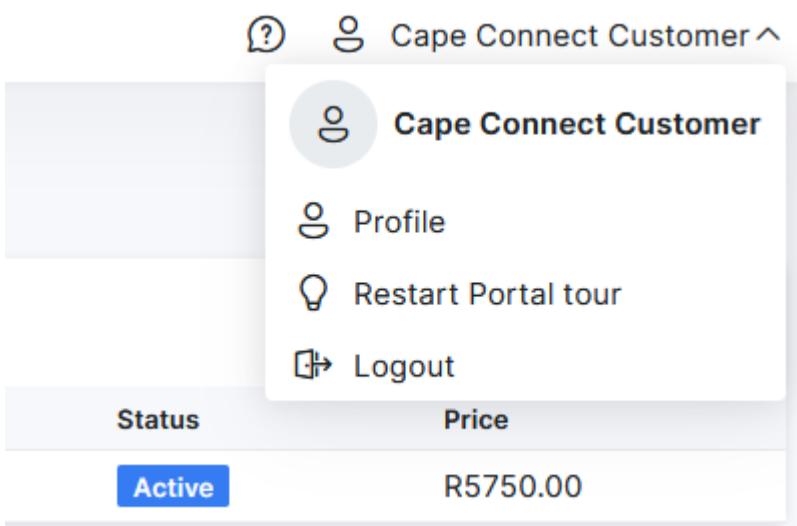


“About” provides our company details.



About	
Company name	Cape Connect Internet (Pty) Ltd
Street	27 Delson Crescent
City	Somerset West
	7130
Country	South Africa
Email	billing@cape-connect.com
Phone	021-300-1000

At the top right of your app or portal page are your profile and help links.



Status	Price
Active	R5750.00

“Restart Portal tour” takes you through the various portal and app features automatically.

The “Profile” link shows your current details on our system, which you can update if your contact number, your email address etc changes.

 **Profile**

My profile

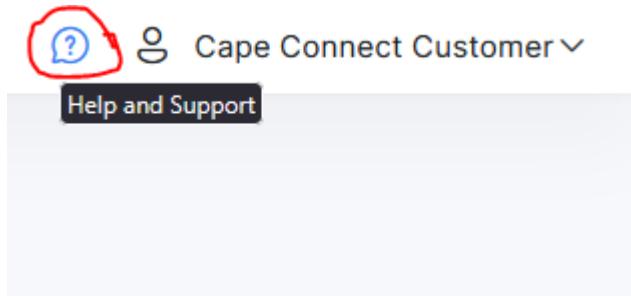
Login	001187
Name	Cape Connect Customer
Email	billing@cape-connect.com
Billing email	<small>(i)</small>
Phone	+27713807385
Street	27 Delson Circle, Somerset Business Park
ZIP	7130
City	Somerset West
Payment method	Netcash Debit Order 1st
Referrer	

My password

Current password	
New password	
Confirm password	

Save

“Help and Support” is used to contact us, to open a ticket for support or to ask a question.



Choose from our “Type” drop down options on this screen to reach the right person.

Create ticket X

Hide from sub-account

Subject

Priority

Type

Add message

Add attachments (i)

Type

Question

Incident

Problem

Feature Request

Lead

Service change

Order service request

Close Create